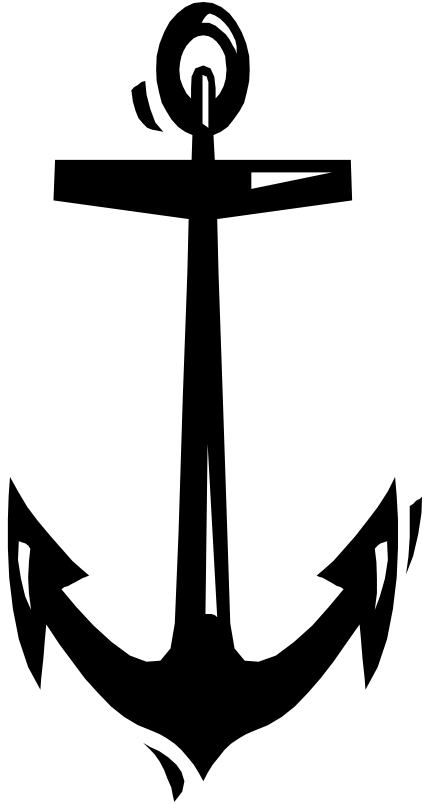


# Distance Support/Anchor Desk Initiatives

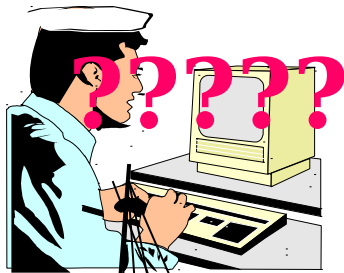
MARCH 2000



Chris W. Love  
NUWC Keyport  
(360)315-7710      LoveCW@kpt.nuwc.navy.mil  
In support of NAVSEA04L1

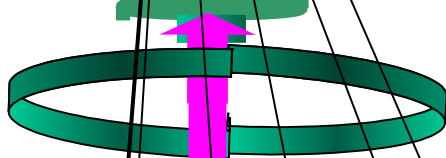


- Overview
- Anchor Desk Tools
- Summary



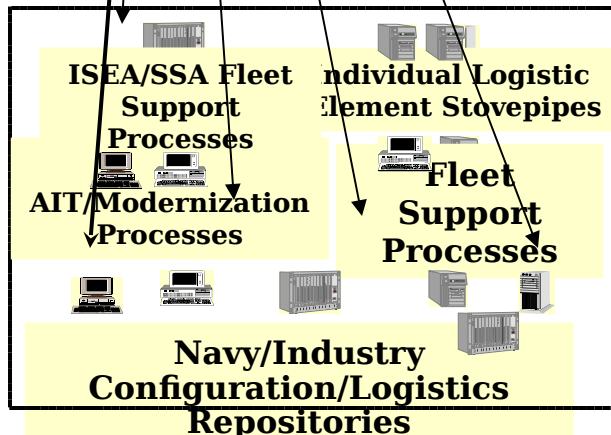
*Current Picture*

One Feel  
One Touch  
Fleet Support  
Pipeline



**SUPPORT**

**INFRASTRUCTURE**  
*Disturb of Today... Contractor Logistics potentially makes this More Complex*



## • ***DISTANCE SUPPORT:***

- reduce shipboard workload
- Streamline support infrastructure access.
- TRAIN OPERATE FIGHT.

## • ***ANCHOR DESK***

- The tool bag of responses provided by the System Commands to meet the Challenge

## • ***1-877-41 TOUCH***

- In Operation Now 24 / 7 / 365
- Call Routing and Issue Tracking. *We don't quit till your problem is solved!*

## • ***E-SUPPORT*** [www.anchordesk.navy.mil](http://www.anchordesk.navy.mil)

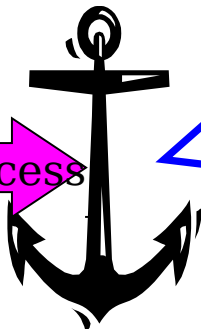
- WEB/SALTS one touch access

## • ***Tele-Maintenance and Monitoring***

# Anchor Desk/Distance Support

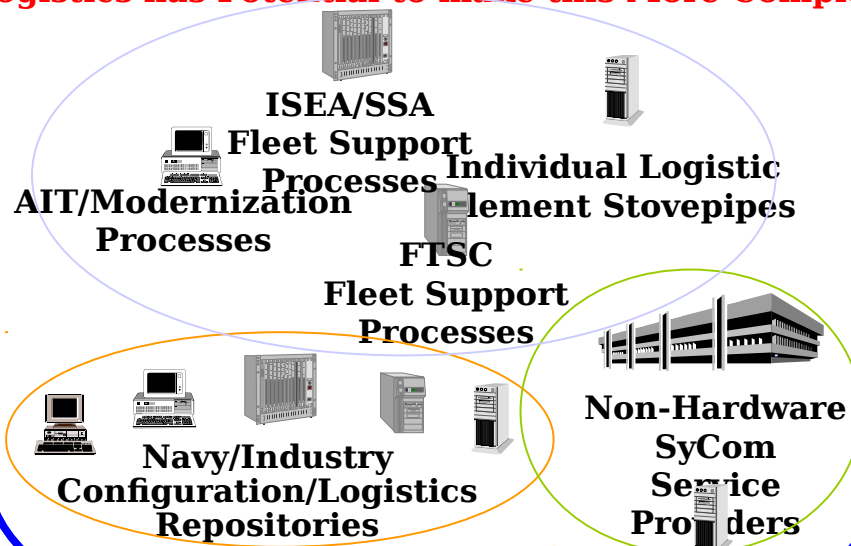


Single Access

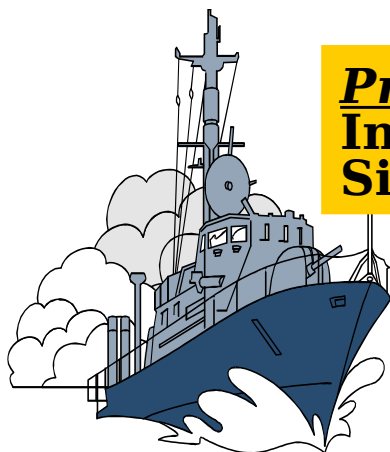


**Product One: Streamlined Access to Support Infrastructure**

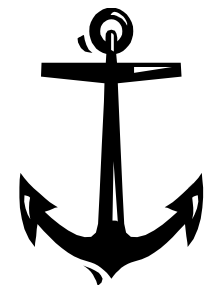
**Fleet Support Processes & Data are Disjointed Today & Contractor Logistics has Potential to make this More Complex**

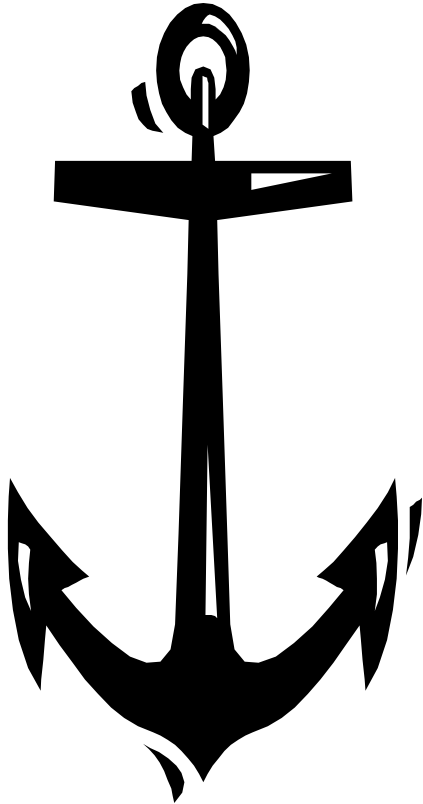


**Product Two: Increase Infrastructure's Tactical Significance**



Proactive System Improvements





- Overview
- **Anchor  
Desk Tools**
- Summary

# Integrated Call Center

**CINCLANT/CINCPAC MSG 080344Z  
Feb 00 ... Integrated Call Center  
Integration.**

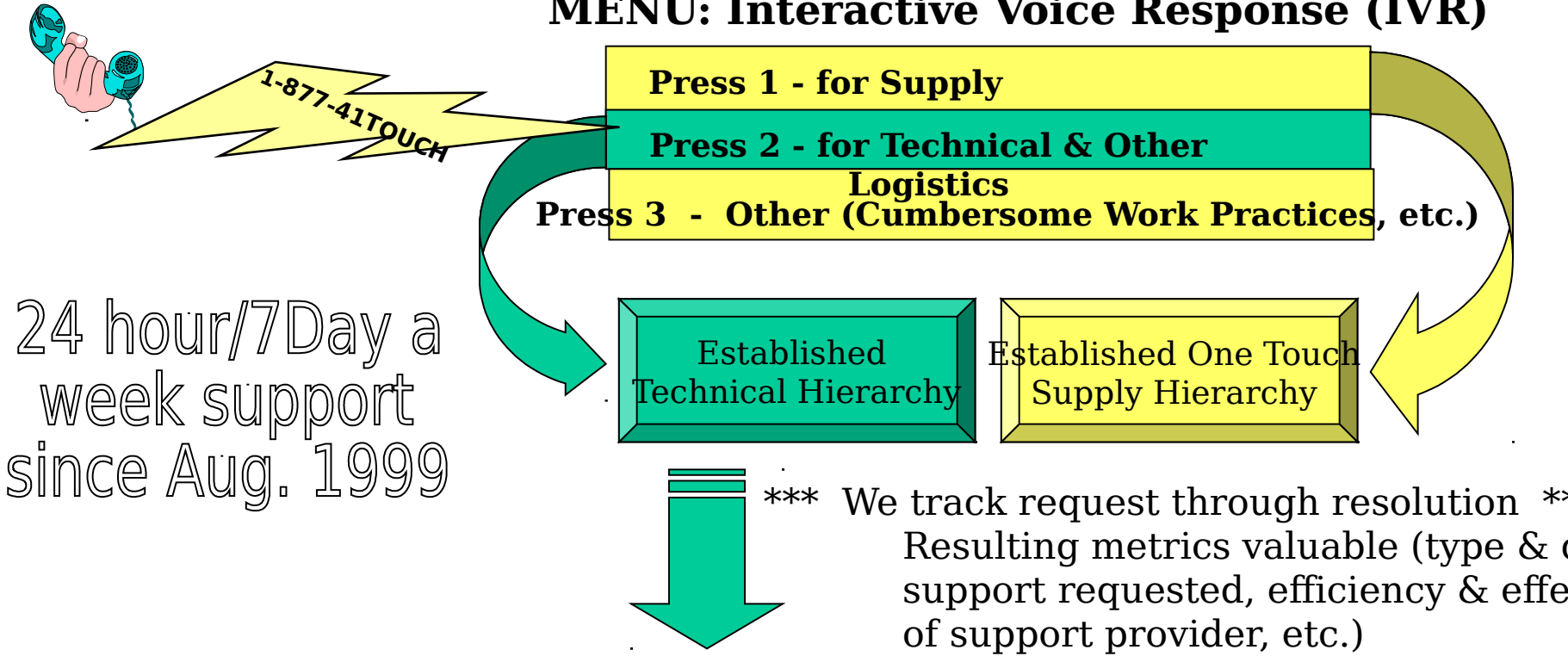
**..."NAVSEA, NAVSUP, SPAWAR, and NAVAIR  
have agreed to provide the fleet with a single  
1-800 number to call for technical and  
logistics assistance"..1-877-41 TOUCH**

809 Activities have utilized the ICC(March)

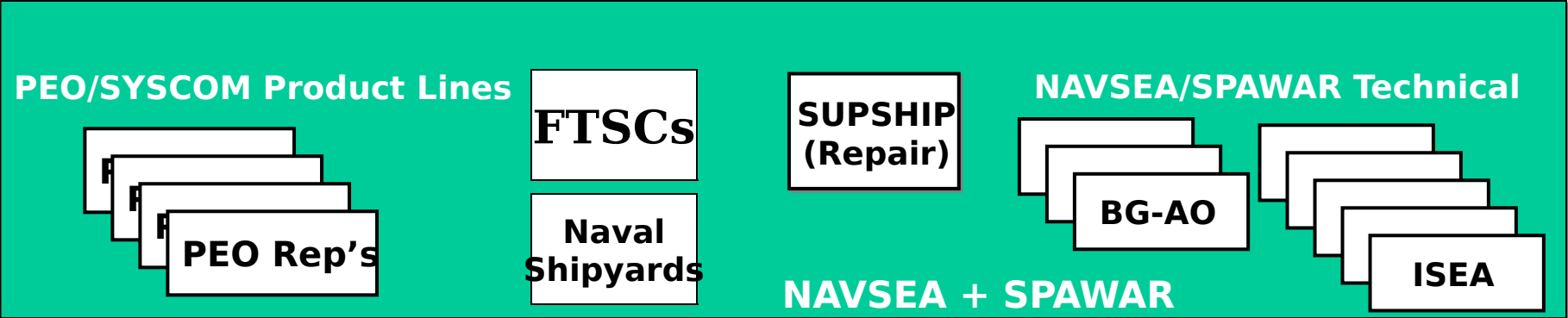
3037 Calls to date  
1107 Shipboard sailors

**Integrated Call Center**  
*A Joint NAVSEA-NAVSUP Initiative*

**MENU: Interactive Voice Response (IVR)**



**PEO/SYSCOMS**

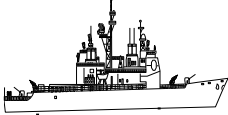


# "E" Support

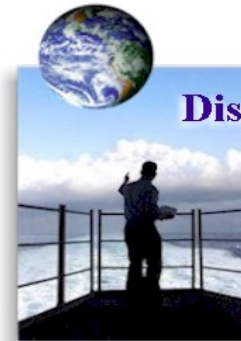
**MESSAGE PLAD: ANCHORDESK**

**[www.anchordesk.navy.mil](http://www.anchordesk.navy.mil)**

**Fleet  
Customer**



The Fleet Support website is intended to provide any Navy customer a single place to learn about or request Distance Support.



**Distance Support**

*A World of Support at Your Fingertips*

**Anchor Desk**  
*I need to...*

SUBMIT a Technical or Logistics  
Support REQUEST

TALK to someone NOW

FIND a WEBSITE

Learn about ...  
Distance Support / Anchor Desk

PROVIDE us FEEDBACK

.....

This information resides on a DOD interest computer. Important conditions, restrictions, and disclaimers apply.  
DEPARTMENT OF DEFENSE WARNING

**CALL: 1-877-41 Touch**

Web site and e-mailbox  
support in operation as  
of Nov. 1999

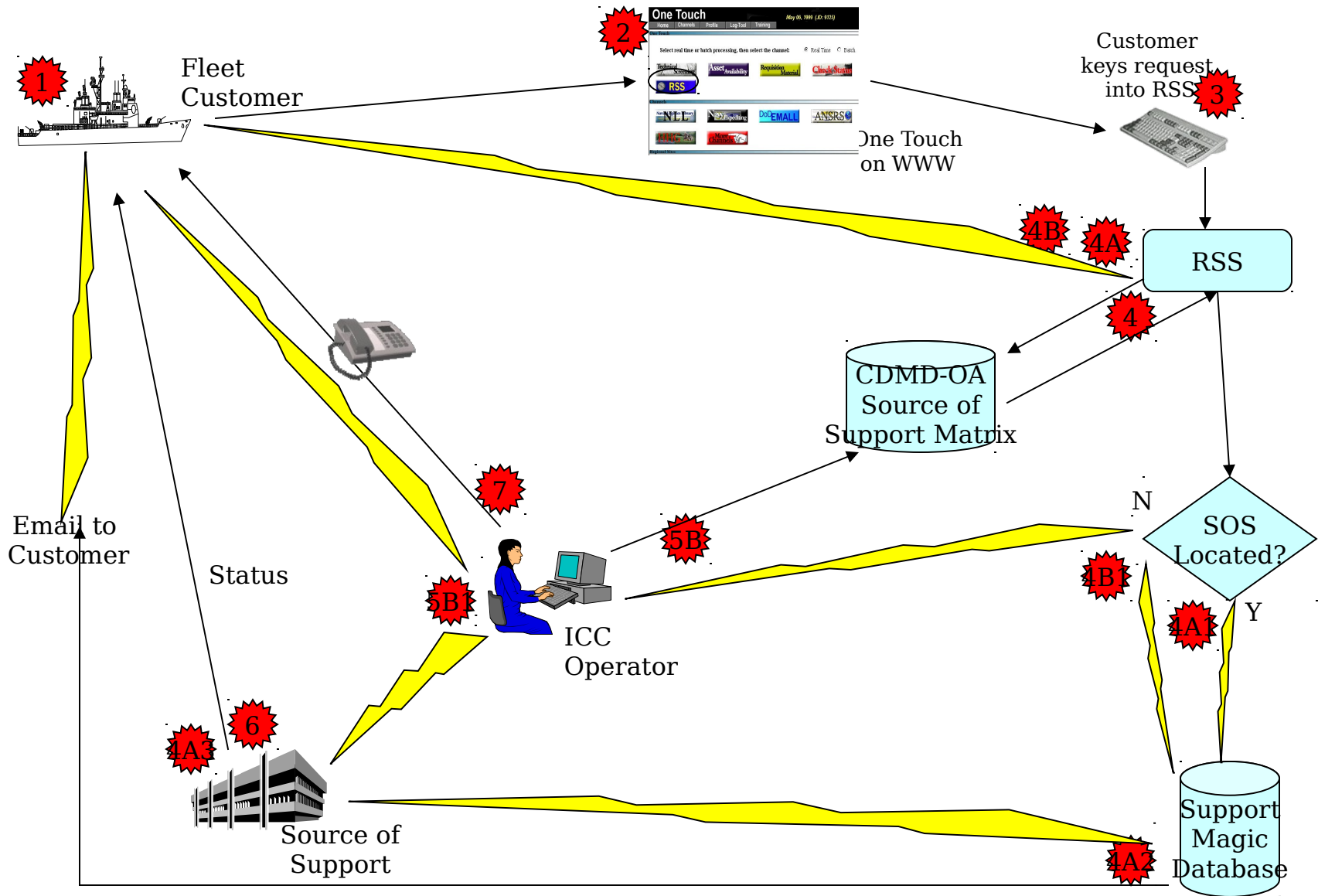
## **Electronic Mail Box:**

**Ships without WWW access can post questions in electronic mailboxes using simple existing supply/maintenance IT systems (SALTS & RAD)**

**Fleet can submit electronic technical feedback requests, supply-related requests & electronically ask the same questions they ask the call center (with**



# Integrated Call Center Readiness Support System Procedures



# Tele-Assistance

**Tele-Tools conference 29 Feb-2  
March**

- **Information posted on  
[www.anchordesk.navy.mil](http://www.anchordesk.navy.mil)**
- **Goal is to achieve a set of standards/  
requirements/ operating parameters.**

# CARL VINSON 98-Deployment BFIMA Rejected Work - Reason:

HIGH PRESS PIPING  
COMPOSITE REPAIRS TYPE III  
LEVEL

- MATERIALS NOT AVAIL
- NOT AUTHORIZED AT SHIP

AN/PDR 65 RADIAC CAL  
FACILITY

- NOT AUTHORIZED - NO RAD CAL

MFG GAS TUBINE HOSE  
**PURCHASED)**

- NO EQUIPMENT(CVN 70 OPEN

NATO RADAR SETS  
DIMENSION PHONES  
MANUALS

- NO TECHNICAL INFO
- NO TECHNICAL CAPABILITY /

FABRICATE FILTER ASSY

- NO TECH MANUAL / SPECS

H-60 COMPUTER

- NO TEST EQUIP FOR POST REPAIR

COMPUTER MONITORS

- NO TECH DATA. SCHEMATICS

LASER PRINTER

- NOT COST EFFECTIVE

PRC-90 REPAIR

- NO COSAL SUPPORT - OBSOLETE

SEWING MACHINE

- NO TECH MANUAL

AN/VRM-1A (849)

- NO TECH MANUAL - NO MFG INFO

TELEMETRY TEST SET

- NO TECH DATA

UTILITY BOAT STATERS

- NO TECH INFO

ELECTROHYDRAULIC SERVOS

- NO TECHNICAL

INFO/TRAINING (NEC)

REFRIGERATION CONDENSER

- NO TUBE REPAIR KIT/TOOLS

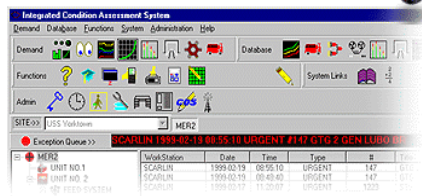
ALL CROSS CONCENTRATOR

- MATERIAL UNAVAILABLE

# FOCUS: Leverage and Link other efforts on ABRAHAM LINCOLN

Integrated Condition Assessment System

**ICAS**

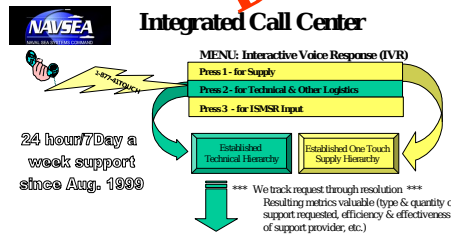


**Remote  
Monitoring**

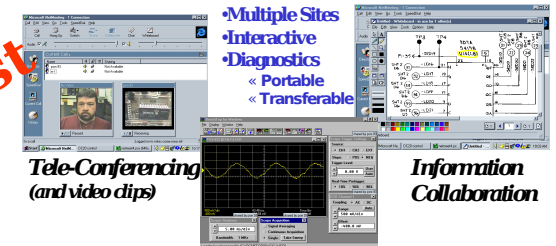
**Help  
Desk**

**Virtual  
Tech  
Assist**

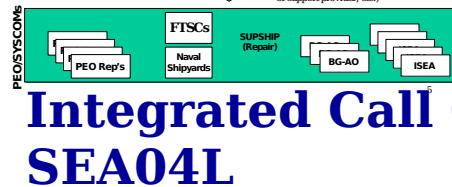
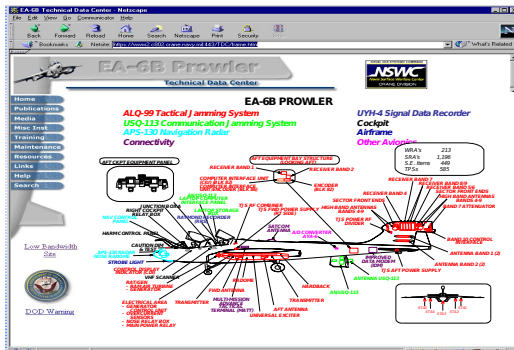
**ICAS - HM&E  
NAVSES Philadelphia**



**TeleMaintenance**



**Crane** Test Collaboration



**Tech  
Data**

**Tech  
Data**

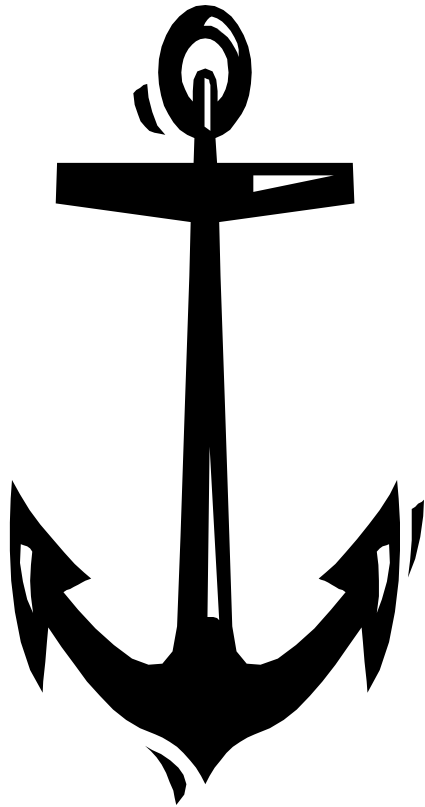
**SAILOR TO ENGINEER**



**FLEET SUPPORT**

**Joint Aviation Technical Data Integration  
NAVAIR 3.0 - EA-6B & SH-60**

**Sailor to Engineer - Combat Support  
Port Hueneme**

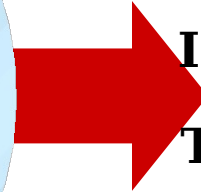


- Overview
- Products
- Anchor Desk  
Tools
- **Summary**

# ***DISTANCE SUPPORT***

## **TOOLS**

**Integrated Call  
Center  
“E” Support  
Tele-Maintenance  
Tele-Monitoring  
Shared Data  
Environments  
ASDOF  
ADMIN  
Training  
Disbursing/Personnel**



## **RESULTS**

**Work Load  
Reduction  
Increases in Readiness  
Tuned Infrastructure  
Focused Resources  
Improved Feedback  
Reduced Requirements**

# SUMMARY

- ***DISTANCE SUPPORT:***

- The Challenge to achieve Optimal Manning of Ships. At SEA the crew will TRAIN OPERATE and FIGHT.

- ***ANCHOR DESK***

- The tool bag of responses provided by the System Commands to meet the Challenge.